

In the Claims:

Please amend claims 1 and 6-8 as follows:

1. (Currently amended) A system diagnosis apparatus that diagnoses system resources of a computer system, comprising:

an acquisition unit which acquires information on a utility rate ~~ratio~~ of the system resources and a queue for the system resources;

a memory unit that stores thresholds of the utility rate ~~ratio~~ and the queue, wherein the thresholds represent the limits at which said system resources perform desired performances; and

a diagnosis unit that diagnoses that the performance of the system resources has lowered when the utility rate ~~ratio~~ is higher than the threshold of the utility rate ~~ratio~~ and the queue length is shorter than the threshold of the queue length, or diagnoses that the number

of the system resources is insufficient when the utility rate ~~ratio~~ is higher than the threshold of the utility rate ~~ratio~~ and the queue length is longer than the threshold of the queue length,

wherein the system diagnosis apparatus transmits, to the computer system, information including upgrade recommendation information for replacing or adding to a system resource that is diagnosed to have low performance.

2. (Original) The system diagnosis apparatus according to claim 1, further comprising

a system resource determining unit which determines a system resource capable of giving the desired performance when it is diagnosed by said diagnosis unit that the performance of the system resource has lowered, or determines a number of the system resources capable of giving the desired performance when it is diagnosed by said system diagnosis unit that the number of the system resources is insufficient; and

an ordering unit which orders the system resource determined by said system resource determining unit as the system resource for upgrading.

3. (Original) The system diagnosis apparatus according to claim 2, wherein said ordering unit transmits, utilizing a network, the ordering information on the system resources to a device installed at the supplier of the system resources.

4. (Original) The system diagnosis apparatus according to claim 1, further comprising a notifying unit which notifies, utilizing a network, the result of diagnosis by said diagnosis unit to the user of the system.

5. (Original) A system diagnosis apparatus according to claim 2, wherein  
said memory unit stores in correlation to each of said system resource a flag  
indicating necessity or not of upgrade, which necessity is judged by the user, and  
said ordering unit orders only the system resources that have a flag that indicate  
necessity of upgrade out of the system resources determined by said system resource  
determining unit as the system resources for upgrading.

6. (Currently amended) The system diagnosis apparatus according to claim  
1, wherein

said acquisition unit acquires information on a response time of the system  
resources in addition to the utility rate ~~ratio~~ and the queue,

said memory unit stores a threshold of the response, which threshold represents  
the limits at which said system resource exhibits a desired performance, in addition to the  
thresholds of the utility rate ~~ratio~~ and the queue, and

said diagnosis unit makes the diagnosis on the basis of the result of comparison  
between the acquired response time and the threshold of response time.

7. (Currently Amended) A system diagnosis method for diagnosing system  
resources of a computer system, comprising the steps of:

acquiring information on a utility rate ~~ratio~~ of the system resources and a queue for the system resources;

storing thresholds of the utility rate ~~ratio~~ and the queue, wherein the thresholds represent the limits at which said system resources perform desired performances;

diagnosing that the performance of the system resources has lowered when the utility rate ~~ratio~~ is higher than the threshold of the utility rate ~~ratio~~ and the queue length is shorter than the threshold of the queue length, or diagnosing that the number of the system resources is insufficient when the utility rate ~~ratio~~ is higher than the threshold of the utility rate ~~ratio~~ and the queue length is longer than the threshold of the queue length; and

transmitting, to the computer system, information including upgrade recommendation information for replacing or adding to a system resource that is diagnosed to have low performance.

8. (Currently Amended) A computer-readable recording medium recording a system diagnosis program for diagnosing system resources of a computer system, for causing the computer to execute the steps of:

acquiring an information on a utility rate ~~ratio~~ of the system resources and a queue for the system resources;

storing thresholds of the utility rate ~~ratio~~ and the queue, wherein the thresholds represent the limits at which said system resources perform desired performances; and

diagnosing that the performance of the system resources has lowered when the utility rate ~~ratio~~ is higher than the threshold of the utility rate ~~ratio~~ and the queue length is shorter than the threshold of the queue length, or diagnosing that the number of the system resources is insufficient when the utility rate ~~ratio~~ is higher than the threshold of the utility rate ~~ratio~~ and the queue length is longer than the threshold of the queue length; and

transmitting, to the computer system, information including upgrade recommendation information for replacing or adding to a system resource that is diagnosed to have low performance.

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